**Matthew J. Wilding**

**514-825-8556 |** [matthewjwilding@gmail.com](mailto:matthewjwilding@gmail.com)

**Chief Information Officer | Casino Surveillance | Project Management**

**Strategic IT Project Management, Hardware and Systems Deployment, Budget Development & Management, Contract Negotiations & Management, Infrastructure Design & Implementation, Access Control & Surveillance**

(This is old and needs work) My experience covers a wide range of industries, positions and working environments. I have served in Sales, Marketing, Financial, SEO, Online Fraud/Security and Executive Operational roles. I bring a combination of team leadership, strategic planning and business development skills that I have leveraged to increase company profitability and growth. In previous positions, I increased sales performance and motivated teams to meet or exceed employer objectives. I am looking to build on my leadership experience as well as utilize my ever-growing knowledge of Information Technology and corporate solutions.

**Professional Experience**

**Playground Poker | Chief Information Officer | Jan 2018 to Present**

Oversee all aspects of the design and deployment of corporate information systems

Established IT organizational structure to deliver and support business growth

Direct operations for complex and advanced Information Technology environment

Resolve escalated system issues utilizing in house staff and third party consultants

Responsible for all IT budgets, sourcing, negotiating and purchasing

Direct and establish all IT-related projects

Handle all recruiting and hiring of upper and mid level Information Systems managers, systems engineers and developers

Supervise the Network and System admin to ensure optimal performance and uptime

Supervise and provide leadership IT Specialists to ensure all IT issues and requests are addressed

Plan and direct the implementation of new IT systems

Develop and maintain strategic partnerships with IT vendors

**Highlights of Achievements**

Projects completed (researched vertical, evaluated brands and products, selected best fit, negotiated pricing, setup and rolled out solution, trained employees on use, troubleshot issues and ensured uptime and functionality):

1. Keybox – Electronic key and asset tracking for safe access, cage, maintenance, count room,

2. Daily Reporting system – supervised creation of fully custom reporting system to highlight and address issues in their infancy

3. Access Control – cleaned up and organized user database, recreated access levels by position and department, sole person responsible for key creation and admin

4. Camera system (over 400 cameras covering points of entry, EGDs (Electronic Gaming Devices - slot machines), poker tables, count room, safe room, cash drop routes, cash pickup, inventory, staff,) – upgraded camera system from simple product to casino grade surveillance solution, configured analytics to automate alerts and highlight issues thus reducing the need for security to perform physical checks, integrated access control with camera system (door opens camera is brought to focus on surveillance wall), optimized/prioritized NVR (recording servers) to ensure sufficient video retention times, manually adjusted each cameras settings depending on lighting conditions and needs,

5. IT ticketing system – supervised rollout and creation of ticketing system to track and respond to all internal IT issues, reducing time to respond to issues, assist in prioritizing issues, increase organization, find weak points within the environment to optimize, create reports,

6. Converted legacy Bell phone lines to VOIP – reduced monthly cost by 60%, added call queues, voicemail to text, call conferencing, added Interactive voice response (IVR) and call trees

7. Upgraded wifi access points to hospitality grade system with captive portal to ensure better customer experience

8. Created and supervised creation and updating of company IT knowledgebase

Hotel Research:

Hotel PMS (property management system)

Hotel room entertainment solutions (IPTV)

Content distribution / Digital Signage

Digital Valet Solutions

Hospitality Wifi and Internet

Hotel room access control (needs to integrate with PMS)

**Playground Poker | Surveillance Director | Jan 2018 to Present**

**Highlights and Achievements**

- Created department from the ground up leveraging previous investigative experience

- Created camera layout plans to ensure proper coverage on a dynamic gaming floor

- Helped optimize cash counting procedure and room to ensure compliance and safety of company assets

- Followed and help guide MICS (Minimum Internal Control Standards) established by the Khanawake Gaming -Commission for new EGD (electronic gaming devices ((slot machines)) expansion

- Established all policies and procedures for investigations and reports

- Monitoring alarms and closed-circuit cameras; monitoring employee and visitor access

- Hiring, training and mentoring new subordinates, team of 2 surveillance office and one investigator

- Completion of assignments while gathering purposeful evidence/information in coordination with achieving client and Management goals, while doing so in compliance with the company’s systems, policies and procedures

- Complete complex investigative work involving gaming related offences, player complaints and illegal or unauthorized gaming activities as well as implementing effective risk control processes to protect core business principals

- Attend internal and external meetings with Law Enforcement agencies, AML partners and stakeholders for information-sharing purposes

**9Crypto Bitcoin ATMs - | Owner / Operator | July 2017 to Dec 2018**

**Highlights and Achievements**

- Sourcing and purchasing 2 Bitcoin ATMs from Europe

- Opening and maintaining banking and Bitcoin exchange accounts

- Daily cash collection and accounting (handle large amount of cash)

- Marketing and customer service

- Remain abreast of new trends, new coins, market pricing, and adjusting profit margins to stay competitive

- Adjusting cash flow to cater to market fluctuations (when price was up cash needed to be in ATM account to fund new sells, when price was down cash needs to be in exchange account to fund new purchases)

- Troubleshoot technical issues

- Business was profitable with zero debt within 6 months

**Playground Poker| Research and Development Manager | Oct 2016 to Jan 2018**

**Highlights and Achievements**

- Research, planning, and implementing new programs and protocols

- Oversaw the entire development process of new products and programs within the organization, from the initial planning phase to implementation or production

- Kept track of all related costs to ensure deployment was under budget

- Ability to envision projects from start to finish

- Creativity used in the process of thinking of new product ideas and solving problems

- Working with many other departments to understand their needs and support their goals

- Document all phases of research and development

**Beezid.com - Online Penny Auctions | Fraud & Security Manger | June 2013 to Sep 2016**

**Highlights and Achievements**

- Monitoring internal systems and reports to ensure a smooth client experience for North America's leading online penny auction website

- Responsible for protecting both the company and clients by completing daily risk management & investigation tasks by way of cybercrime and online fraud investigation tools as well as social engineering

- Account reviews, adjustments and analysis of customer submitted documentation

- Developed policies and systems to research and analyse transactional trends

- Daily reports, such as high-risk new accounts, IP geo-location mismatches, processor inquiries, AVS mismatches, affiliate accounts

**The Sonoma Group | Web Development & Marketing | March 2012 to April 2013 (1 Year Contract)**

- Planned, organized, directed, and evaluated the development and maintenance of Web Sites and Web Marketing campaigns for the various brands and products owned by the Group

- Advertised and promoted their online assets through press releases, blog posts, social media and online contests.

- Remained informed of and implemented new online and offline marketing opportunities that would be of benefit the products and campaigns

**Mortgages Canada | VP of Operations | April 2010 to January 2012**

- Oversaw activities directly related to increasing traffic and conversions (applications) to [**www.mortgagescanada.ca**](http://www.mortgagescanada.ca)

- Directed and coordinated activities of programing and technical teams

- Reviewed financial statements, sales and activity reports as well as other performance data to measure productivity and goal achievement to ultimately determine areas needing cost reduction and program improvement

- Managed staff, prepared work schedules and assigning specific duties

- Directed organization's financial and budget activities to fund operations, maximize investments, and increase efficiency

- Determined staffing requirements, interviewed, hired and trained new employees

- Established new products and engaged in continuous business development

**Qualifications**

* Analytical thinker with advanced problem solving skills. Ability to approach a problem from different perspectives and explore all angles, using an investigative mindset
* Highly competitive, self-starter who is organized, disciplined, and goal oriented
* Excellent communication skills demonstrated by the ability to adapt learn and sell to a variety of industries
* Proficiency in determining customer needs / expertise in client relations
* Quick study, with an ability to easily grasp and put into application new ideas, concepts and methods
* Exceptional leadership, organizational, oral/written communication, interpersonal, analytical, and problem resolution skills
* Thrive in both independent and collaborative work environments
* Strong and demonstrated interest/knowledge in the cryptocurrency market

**Technical Skills**

* Winsystems – Wigos Casino Management System
* PokerAtlas Table Captain Software
* Google Gsuite Admin and Security
* Kantech Global Edition Access Control
* Victor Video Edge (American Dynamics/Tyco) Video Management Software – Surveillance
* IP Cameras (Illustra, Avigilon, Pelco, Axis, Hikvision, Vivotek)
* Salesforce Service Cloud
* Advanced Windows and OSX
* ThreatMetrix – Real-time cybercrime prevention
* Solid understanding and working experience in SEO (Google Analytics, Google Webmaster Tools, Google Website Optimizer, Google Adwords Keyword Tool)
* Extremely proficient at lead generation/sourcing using a variety of online resources
* All Microsoft and Adobe products

**Languages:** Fluent in English and spoken French

**Education:** Diplome D’Études Collegiale (Business Administration) – 2003

John Abbott College, Montreal, QC